

PBNext

MINI

Coins

Joe Somebody

Joe Customer

Water Call th

Connected

Ringing

On Hold

Add to conf

Hold

mypbnext

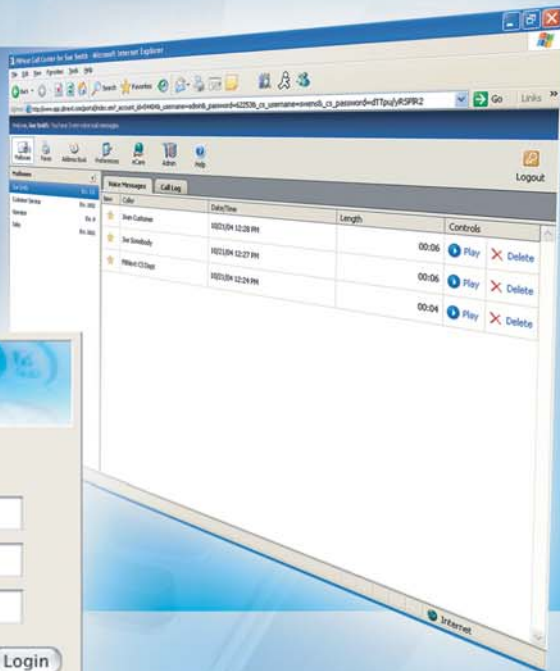
Welcome to myPBNext.

Account ID:

Username:

Password:

Login



myPBNext.com Manual

myPBNext.com Manual

PBNext

VERSION 1.6

Windows: 95/Me/2000/XP/2003

PBNext

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Using myPBNext.com

In addition to the Call Manager, *PBNext* features a Web-based interface for managing your *PBNext* account or *myPBNext*. Using *myPBNext* gives you the ability to:

- Check voicemail log
- Record your personal greetings
- Check inbound faxes
- Forward your calls
- Add detailed information to your address book
- Hold Web conferences
- Create extensions with recorded messages about real estate properties

SIGNING IN TO MYPBNext

Note: As of this writing, *myPBNext* supports only Microsoft Internet Explorer 5.0 and newer. The *PBNext* Installer will ensure that you have a compatible version of Internet Explorer installed. (It will upgrade your computer if you do not have one).

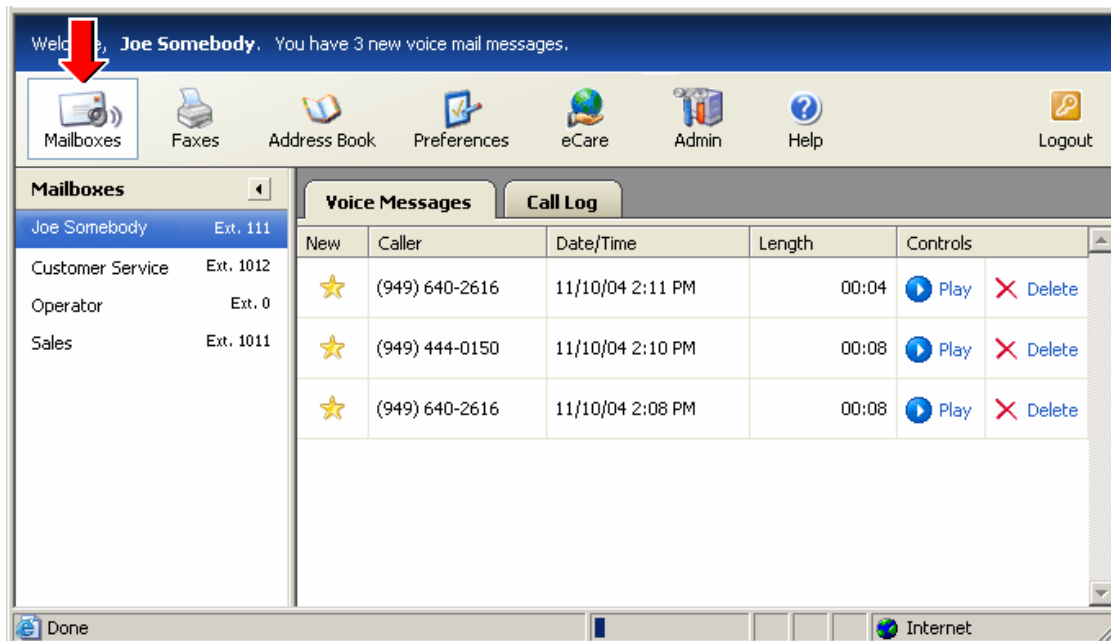
Note: For *myPBNext* to work properly, you must have cookies set to at least the Medium privacy setting, and you must have Scripting enabled. Also, *myPBNext* will likely not work with pop-up blockers (such as Norton Internet Security) enabled.


1. Open Internet Explorer and go to <http://www.myPBNext.com> to access *myPBNext*.
2. Login to *myPBNext*, using the same information you use to connect to the *PBNext* telephone system. Once you have logged in, you will go directly to the Call Center screen.



CHECKING VOICEMAIL ONLINE

The Mailboxes feature contains all the extensions you participate in. To manage your voicemail, click on the Mailboxes icon to open the Mailboxes screen.



Each extension has its own mailbox. You may check each mailbox individually by clicking on it. Note that a mailbox containing a voice message will be bolded on the screen. You can minimize the Mailboxes list by clicking on the arrow  button at the top of the list.

The Voice Messages list contains the current voicemails in the mailbox selected.

- To listen to your voicemails, select the desired voicemail from the list and click **Play**.
- When you are finished, you may click **Delete** to remove the message from your voice mailbox.

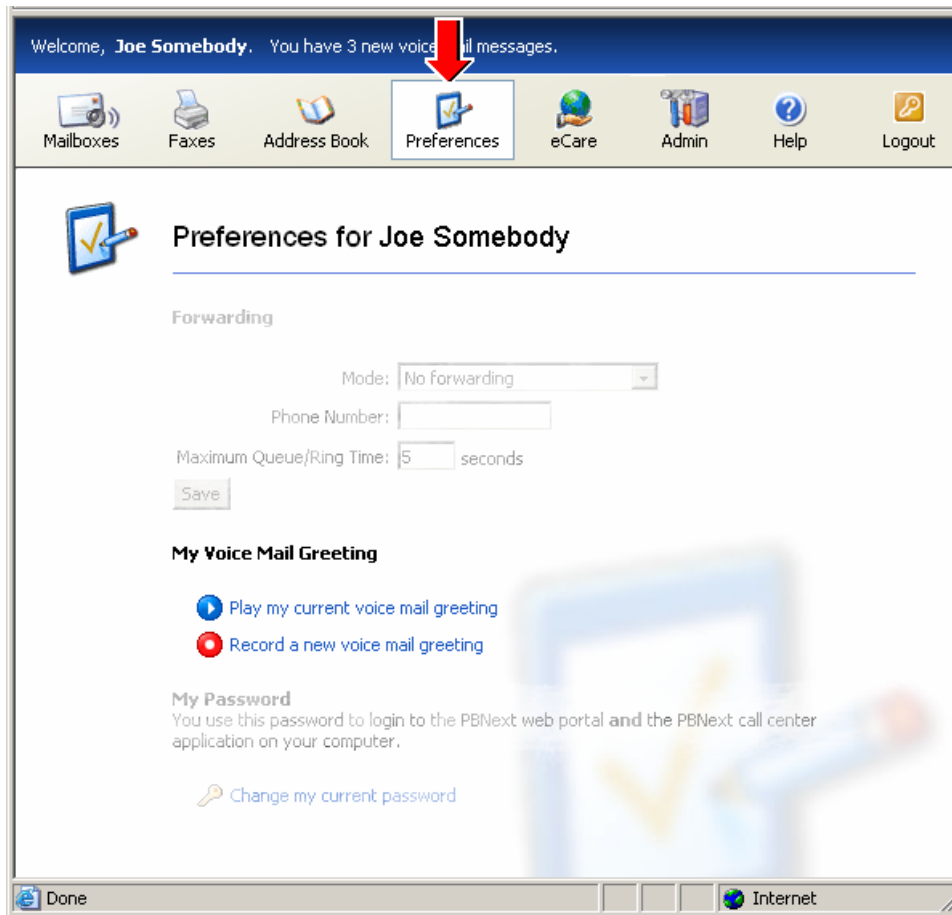
To view a log of recent calls to an extension, select the **Call Log** tab (see below). Here you may view the date, telephone number, and duration of the call.

Note: All calls older than 15 days will be automatically deleted from the log.

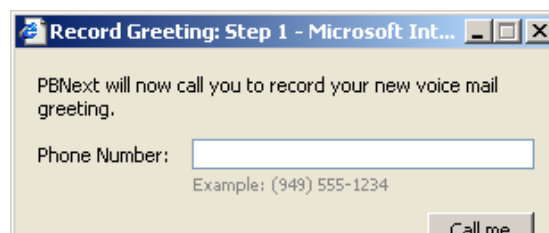
Voice Messages		Call Log		
Date	Dir	Number	Duration	Notes
11/9/04 9:25 AM	IN	(949) 366-6924	0:29	Answered by: akipling
11/9/04 7:43 AM	IN	(949) 933-5475	0:00	Missed
11/8/04 5:00 PM	IN	(949) 939-0685	0:07	Answered by: stephanie Transferred to: 211 (tolga)

CHANGING YOUR VOICEMAIL GREETING

To change your personal voicemail greeting, click on the **Preferences** icon. The Preferences screen will open.



Click on **Record a new voicemail greeting**. When you click it, the following pop-up window will appear:



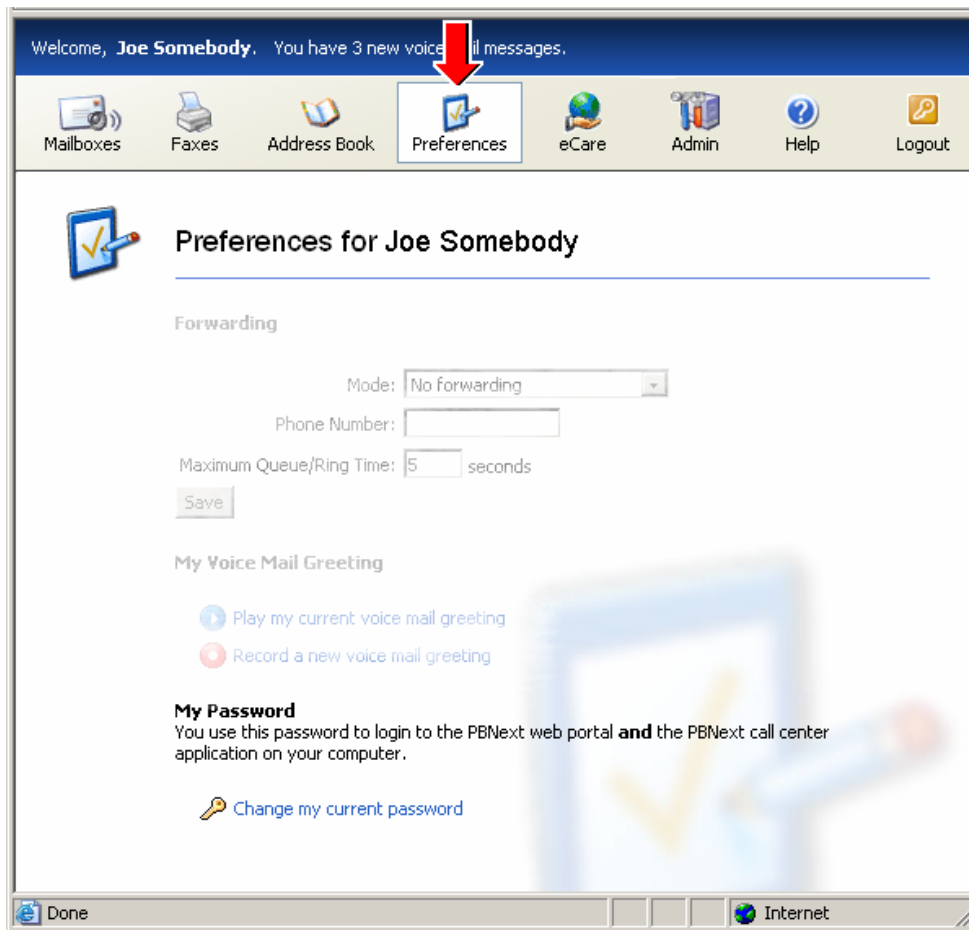
Type your phone number in the pop-up window box. This number should be the number of the closest phone to your computer.


Select the **Call me** button on the pop-up window. The system will call you. When you pick up the receiver, record your voicemail greeting after the tone and press # when finished.

To review your recorded greeting, click **Play my current voicemail greeting**. The greeting will be played through your computer speakers.



CHANGING YOUR PASSWORD

To change your password, click on the **Preferences** icon. The Preferences screen will open.



Click on  **Change my current password**. When you click it, the following pop-up window will appear:

The screenshot shows a "Change Password" pop-up window. The title bar reads "Change Password - Microsoft Internet ...". The main text says "To change your password, please enter your current password, and your new password twice." Below this are three input fields: "Current Password:" with placeholder text "type current password here", "New Password:" with placeholder text "type new password here", and another "New Password:" field with placeholder text "type new password to confirm". At the bottom are two buttons: "Cancel" and "Change Password".

Type in your current password and your new password twice, then click the  button. Your password will be updated. Click the  button to cancel the procedure.

CALL FORWARDING (FOLLOW ME) FEATURE

To forward your personal extensions' incoming calls to another outside number, click on the Preferences icon. The Preferences screen will open.

The screenshot shows the PBNext web interface. At the top, there is a navigation bar with icons for Mailboxes, Faxes, Address Book, Preferences (highlighted), eCare, Admin, and Help. Below this is a sub-navigation bar with tabs for Settings, Follow Me Rules, Follow Me Schedule, and Notifications. The main content area is titled 'Options' and contains the following settings:

- Forwarding type:** A dropdown menu currently set to 'No forwarding'.
- Maximum Queue/Ring Time:** A text box containing '30' followed by the label 'seconds'.
- Time zone:** A dropdown menu currently set to '-8:00 Pacific Standard Time (PST)'.
- Save:** A button to save the settings.

Below the 'Options' section is the 'My Voice Mail Greeting' section, which includes two links: 'Play my current voice mail greeting' (with a play button icon) and 'Record a new voice mail greeting' (with a record button icon).

At the bottom is the 'My Password' section, which includes a text box for the password and a link 'Change my current password' (with a key icon).

Select the **Settings** tab. In the **Options** section, select the **Forwarding type** you desire. The settings available include:

- No forwarding
- Forward if not connected
- Forward if I don't respond
- Always forward
- Use my follow me rules

In the **Phone Number** box, type in the phone number where you wish your calls forwarded to. Type in the number of seconds you want your phone to ring in the **Maximum Queue/Ring Time** box. You may also select the time zone from the drop down menu.

Note: The Maximum Queue/Ring Time box allows you to change the "ring time" for an incoming call. (This feature allows you to control how long a call will stay ringing on your phone until it goes through to voicemail or forwards to an outside number). It does not control how long a call will ring after it has been forwarded.

By default all voice messages are stored in the *PBNext* voice mail. If you prefer to have your voice messages stored on another device, such as your cell phone, then you will need to select the tab labeled 'Follow Me Rules' for advanced options.

Click the  button. Your preferences will be updated.

CREATING FOLLOW ME RULES

Mailboxes Faxes Address Book Preferences eCare Admin Help

Settings Follow Me Rules Follow Me Schedule Notifications

Choose a rule to edit: New Rule Delete rule Create new rule

Rule name: New Rule Save changes

Remember: To activate this rule, you must add it to your follow me schedule.

Rule Actions

Action	Options	Move
+ Add another action		

Default Action

When all actions fail, do this: Send the caller to voice mail (no option)

Rule Options

Maximum hold time: minutes

Save changes

You can create new rules to manage the way your incoming calls are forwarded. To create a new rule, click on the **Create New Rule** button located in the right upper corner of the screen. Type a name for the new rule in the **Rule name** text box.

Locate the **Rule Actions** section and click on **Add another action**. This will prompt you to a new screen displaying an array of actions and options allowing you to set the parameters for your call forwarding features.

Choose a rule to edit: My Rule Delete rule Create new rule

Rule name: My Rule Save changes

Remember: To activate this rule, you must add it to your follow me schedule.

Rule Actions

Action	Options	Move
+ Add another action		
Alert my PC	Wait for 25 seconds (no option)	(no option)
Forward to number	Forward to: 9496402630 Try for up to 4 rings (no option)	
Send text message	Mobile number: 9492857275 Carrier: Verizon Wait for 50 seconds	
Forward to number	Forward to: 9492857275 Try for up to 1 rings (no option)	

Locate the **Rule Name** text box and create a name for the new rule.

Under the section for **Rule Actions** select an action from the drop-down menu. The following options are available:

- **Forward to number**
- **Alert my PC**
- **Send Text Message**

FORWARD TO NUMBER

If you select the **Forward to number** action, then you will need to specify the phone number you would like the call forwarded to by typing the number in the text box provided under the options section.

Action	Options	Move
<div>✖ Forward to number</div>	<div>Forward to:</div> <input type="text"/> <div>Try for up to <input type="text"/> rings</div>	<div>(no option)</div> <div>⬆ ⬇</div>

+ Add another action

Additionally, you will need to specify the number of rings the action will try. Type a number (maximum of 99) in the provided text box. If the box is left blank, then the rule will be omitted.

You can add another action to the rule by clicking the blue icon labeled **Add another action**.

ALERT MY PC

If you select the **Alert my PC** action from the drop down list, a small text box will appear under the options section. You will need to specify the waiting time for the action (e.g. 30 seconds).

Action	Options	Move
<div>✖ Alert my PC</div> <div>Forward to number</div> <div>Alert my PC</div> <div>+ Send text message</div>	<div>Wait for <input type="text"/> seconds</div> <div>(no option)</div> <div>(no option)</div>	<div>⬆ ⬇</div>

+ Add another action

SEND TEXT MESSAGE

If you select the **Send Text Message** action from the drop down list, then you will need to:

- Type the number you wish the message to be routed to
- Select a Carrier from the drop list
- Specify how many seconds you wish the action to wait for




Action	Options	Move
<div>✖ Send text message</div>	<div>Mobile number:</div> <input type="text"/> <div>Carrier: Verizon</div> <div>Wait for <input type="text"/> seconds</div>	<div>⬆ ⬇</div>


+ Add another action

When you're done creating rules you will need to select options for what you want the program to do if all actions should fail. Locate the section labeled **Default Action**.

Remember: To activate this rule, you must add it to your follow me schedule.

Rule Actions

Action	Options	Move
 Send text message	Mobile number: <input type="text"/> Carrier: Verizon	Wait for seconds <input type="checkbox"/>  

 Add another action

Default Action

When all actions fail, do this:

Forward to extension
Send the caller to voice mail
Hang up
Forward to extension

Extension number: 1551

Rule Options

Maximum hold time: 5 minutes

Save changes

The following actions are available under the Default Action section:

- Forward to extension
- Send the caller to voice mail (default)
- Hang up

FORWARD TO EXTENSION

If you select **Forward to extension** you will need to specify the extension in the provided text box.

SEND THE CALLER TO VOICE MAIL

Select this option if you want the caller forwarded to your voice mail.

HANG UP

Select this option if you do not wish to forward the caller.

RULE OPTIONS

When you are done with the default action settings, locate the **Rule Options** section at the bottom of the screen. You will need to specify the **Maximum hold time**. Type in the number of minutes you wish to put your callers on hold.

Default Action

When all actions fail, do this:

Forward to extension

Extension number:

Rule Options

Maximum hold time: 5 minutes

Save changes

When you are done selecting your options, click the **Save Changes** button at the bottom of the screen. To activate this rule, you will need to add it to your **Follow Me Schedule**.

FOLLOW ME SCHEDULE

The screenshot shows the 'Follow Me Schedule' tab in a software interface. At the top, there are icons for Mailboxes, Faxes, Address Book, Preferences, eCare, Admin, and Help. Below these are tabs for Settings, Follow Me Rules, Follow Me Schedule (selected), and Notifications. The main area is a grid with days of the week as columns and time slots as rows. A blue icon with a plus sign and the text 'Add rule to schedule' is in the top right corner of the grid.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Holidays
12:00 AM		New Rule						
01:00 AM								
02:00 AM								
03:00 AM								
04:00 AM								
05:00 AM								
06:00 AM								
07:00 AM								

Click on the **Follow Me Schedule** tab. This will prompt you to a new interface that will display your current Follow Me Schedule. Click on the blue icon labeled **Add rule to schedule**. Again, this will prompt you to a new screen.

The screenshot shows a 'Scheduled Rule' dialog box. It has a title bar with a blue background and standard window controls. The dialog contains the following fields and options:

- Rule: My Rule (dropdown)
- Start: 12:00 AM (dropdown)
- End: 12:15 AM (dropdown)
- Add to: A row of checkboxes for Sun, Mon, Tue, Wed, Thu, Fri, and Sat.
- ☐ Active on holidays
- Buttons: Cancel and Add to Schedule.

NOTIFICATIONS

Mailboxes **Faxes** **Address Book** **Preferences** **eCare** **Admin** **Help**

Settings **Follow Me Rules** **Follow Me Schedule** **Notifications**

E-mail notifications

To enable e-mail notifications, please enter your e-mail address below. Note, this e-mail address is *only* used for notifications.

E-mail address:

Voicemails

For each of your extensions below, select how you'd like to be notified when a new voicemail is received.

Extension	Notify client	Send e-mail
Personal extension (111)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Customer Service (1012)	<input type="checkbox"/>	<input type="checkbox"/>
Operator (0)	<input type="checkbox"/>	<input type="checkbox"/>
Sales (1011)	<input type="checkbox"/>	<input type="checkbox"/>

Click on the **Notifications** tab to begin configuring the way you would like to receive email and voicemail notifications.

EMAIL NOTIFICATIONS

Enter your email address in the email text box.

VOICE MAILS

For each of your extensions there are two options for how you would like to be notified when a new voicemail is received.

- Notify client
- Send email



NOTIFY CLIENT

Select this option to have a message alert displayed on your monitor. The alert will be docked on the task bar at the bottom of the screen.

SEND EMAIL

Select this option to have voice mails sent to your email inbox as a *MP3 file.

* A MP3 file is the digital audio format used in Windows with the extension .mp3, and it is used to allow different sound qualities to be recorded. The highest quality (16-bit samples at 44100 Hz) uses 18KB of storage [memory] per second.

SAVING YOUR NOTIFICATION SETTINGS

If you are satisfied with your notifications settings, click the save button.



Voicemails

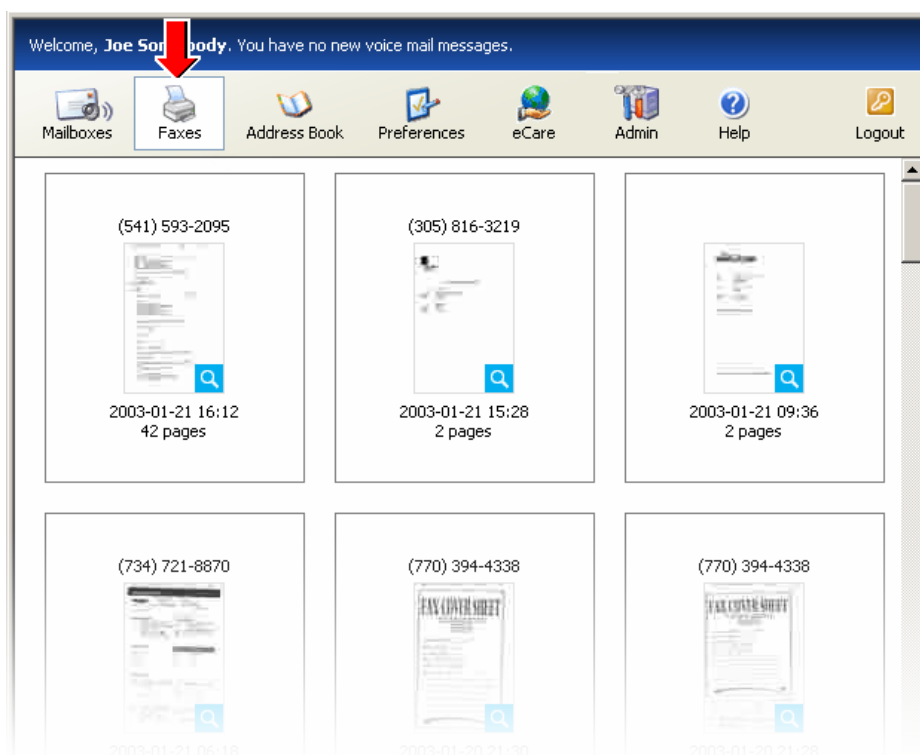
For each of your extensions below, select how you'd like to be notified when a new voicemail is received.

Extension	Notify client	Send e-mail
Personal extension (111)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Customer Service (1012)	<input type="checkbox"/>	<input type="checkbox"/>
Operator (0)	<input type="checkbox"/>	<input type="checkbox"/>
Sales (1011)	<input type="checkbox"/>	<input type="checkbox"/>

Save

INBOUND FAXES

To view all incoming faxes, click on the **Faxes** icon. The Faxes screen will open:



To print a fax, click on the fax you wish to print. The selected fax will open up in an Adobe Acrobat file. Once the fax is open, click on the printer icon in Acrobat to print.

Note: *PBNext* can only receive faxes; it is not able to send faxes.

ADDRESS BOOK

To list and view your contact addresses, click on the **Address Book** icon. The Address screen will be displayed:

The screenshot displays the PBNext Address Book interface. At the top, a blue banner reads "Welcome, John Smith. You have no new voice mail messages." Below this is a navigation bar with icons for Mailboxes, Faxes, Address Book (selected), Preferences, eCare, Admin, and Help, along with a Logout button. A secondary bar contains "Create contact", "Delete contact", and "Import contacts" buttons. The left sidebar, titled "Contacts", lists several entries, with "PBNext Support" highlighted in blue. The main content area is titled "PBNext Support" and contains a "Save Changes" button. The form fields are organized into sections: "First Name" (PBNext Support) and "Last Name" (empty); "Phone Numbers" with fields for Primary (877-772-6398), Mobile, Home, Other, and Fax; "Contact Information" with fields for Company, Address 1, Address 2, City, State, Zip, and Email; and "Notes" with a large text area. A "Save Changes" button is located at the bottom right of the form. The bottom status bar shows "Done" and "Internet".

To add a new contact to your address book, click the **Create contact** button. A new contact entry will appear in the Contacts column, highlighted in blue.

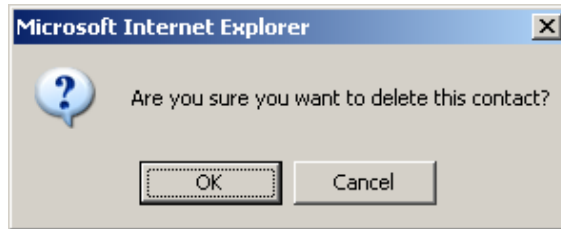
Type the information about your new contact into the appropriate boxes. When you've entered the information you want, click the **Save Changes** button. Your contact will be saved, and the name of the new contact will appear in the Contacts column.

ADDRESS BOOK (CONTINUED)

You may type notes regarding the contact into the Notes box. When you've entered the information you want, click the button.

The *PBNext* Address Book Importer allows you to import/update your *PBNext* contacts from the data contained in your Microsoft Outlook contacts. To import contacts, click the button and follow the instructions on the screen.

To delete a contact, select the contact to be deleted in the Contacts column and click the button. When you click it, the following pop-up window will appear:



Click the button to delete the contact or the button to cancel the procedure.

BILLING INFORMATION

To view a detailed bill for your *PBNext* account, click on the eCare icon. The eCare screen will open.

The screenshot displays the PBNext eCare interface. At the top, there is a navigation bar with icons for Mailboxes, Faxes, Address Book, Preferences, eCare (highlighted), Admin, and Help. A 'Logout' link is in the top right. Below the navigation bar, a 'Bills' tab is active. The main content area shows a bill for the period 'Dec 15 2004 - Jan 14 2005'. The bill includes a 'BILLING STATEMENT' section with customer information and a 'PREVIOUS CHARGES' section. The 'CURRENT CHARGES' section lists monthly service and usage fees, along with a 'Total Amount Due' of 68.14. The 'ACCOUNT CHARGES' section shows activity charges for two accounts, with a 'Total Monthly Activity Charges' of 55.57. Finally, the 'CALL DETAIL' section provides a table of individual calls.

View bill for: Dec 15 2004 - Jan 14 2005

PBNext
610 Newport Center Drive · Newport Beach, CA 92660

BILLING STATEMENT

Customer Name:
George W Bush
1 President Way
Huntington Beach, CA 92600

Billing Period: Dec 15 2004 - Jan 14 2005
Customer ID: 11111
Invoice Number: 201262

PREVIOUS CHARGES

Previous Balance	12.57
Previous Payment	0.00
Past Due Balance	12.57

CURRENT CHARGES

Monthly service fees	29.95
Monthly usage fees	5.67
New Charges	55.57
Previous charges	12.57
Total Amount Due	68.14

ACCOUNT CHARGES

(800) 555-1111 Account ID 11111 ()

Usage	5.67
Rate Plan Monthly Fee	29.95
Feature Monthly Fee	19.95
Subtotal	55.57

(888) 111-5555 Account ID 2222222


Subtotal	0.00
Total Monthly Activity Charges	55.57

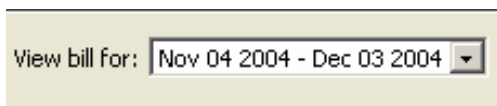
CALL DETAIL FOR (800) 555-1111 (ACCOUNT ID 11111)

#	Id	Date	Time	Dir	Number	Type	Connected to	Length	Rate	Amt
1.	4377405	12/15	5:40:09	I	(208)555-0652	HAYDENLAKE	INTER (000) 000-0000 UNAVAILABLE	2:00	0.0390	0.08
2.	4377483	12/15	5:51:51	I	(208)555-0652	HAYDENLAKE	INTER (000) 000-0000 UNAVAILABLE	2:00	0.0390	0.08

Billing information includes:

- Billing statement
- Previous Charges
- Current Charges
- Account Charges
- Phone Call Detail Charges. Each call made and received is displayed in terms of telephone number, connection time, and total charge.

To change the billing dates you wish to view, go to the drop-down menu in the upper right-hand corner and select the arrow  button to view the appropriate range.

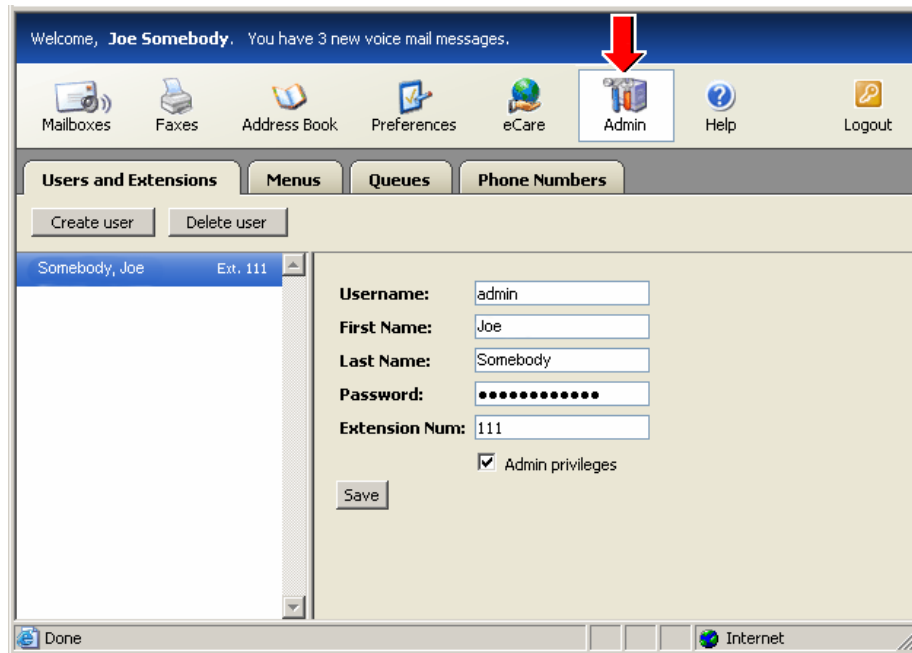
A screenshot of a web interface element. It consists of a light beige rectangular box. Inside the box, on the left, is the text "View bill for:". To the right of this text is a white rectangular input field with a thin black border. Inside the input field, the text "Nov 04 2004 - Dec 03 2004" is displayed. To the right of the input field is a small, dark grey square button with a white downward-pointing arrow.

To print a copy of your billing statement, click the  button in the upper right-hand corner.

ADDING USERS AND THEIR EXTENSIONS

To add users and their extensions to your telephone system, click on the Admin icon and select the **Users and Extensions** tab.

Note: Adding a new user to your system may prompt additional monthly charges. You may have to call customer support to upgrade your account before you can add new users here. If this is the case, a message will appear on the screen with the customer service phone number.



To add a new user and their extension, click the **Create user** button. When you click it, the following pop-up window will appear:



Type the name of the new user in the pop-up window box, then click the **OK** button. A new entry will appear in the column, highlighted in blue. The extension number is automatically generated, but you can change it by typing a new number in the **Extension Num** box.

Fill in the user information (username, password, etc.) in the boxes on the right-hand side of the screen. If you want to grant the user access to the Admin and eCare areas, check the Admin Privileges box.

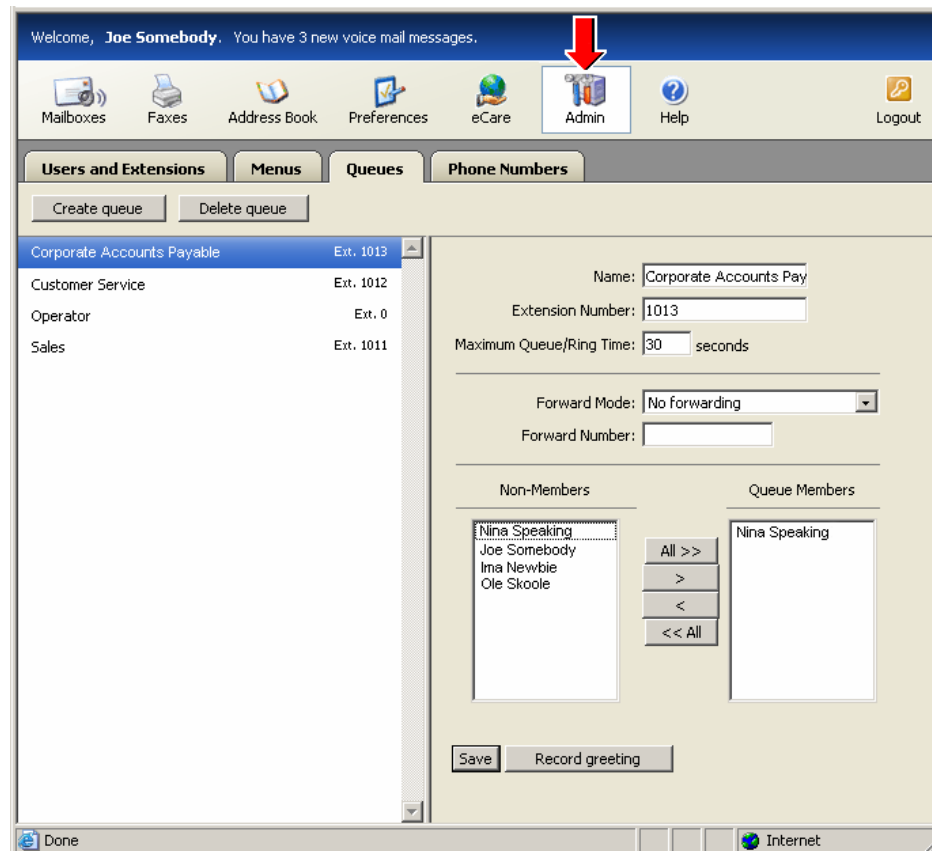
Click the **Save** button to complete the process.

To delete a user, simply select that user from the list and click the **Delete user** button.

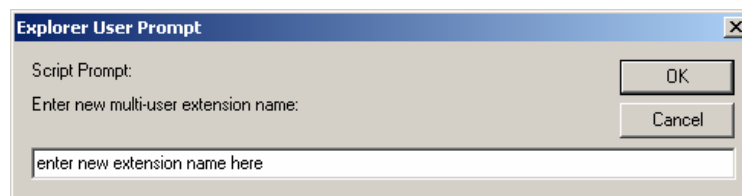
CREATING EXTENSION QUEUES

You can create an extension queue for each of the departments in your company. The extension queues will contain the people in a particular department and their individual extensions. To create an extension queue, select the Admin icon and then select the **Queues** tab. To set up call forwarding options, see the section in this manual for 'Creating Follow Me Rules'.

Note: In order to create an extension queue, you must first add users to your telephone system (see [ADDING USERS AND THEIR EXTENSIONS](#)).



To create a new extension queue, click the **Create queue** button. When you click it, the following pop-up window will appear:







Enter a name for your new extension queue in the pop-up window box, and click the **OK** button. A new entry will appear in the column, highlighted in blue, and also in the boxes on the right of the screen. The extension number is automatically generated.


To delete a queue, simply select the queue from the list and click the **Delete queue** button.

CREATING EXTENSION QUEUES (CONTINUED)

Once you have created the extension name and number for your queue, you can select the people you want included in the queue by using the **Non-Members** and the **Queue Members** lists.

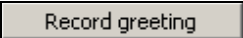
- In the Non-Members list, click on the person you want included in the queue and use the arrow  button to move them to the Queue Members list. You can move all the members of the Non-Members list to the Queue Members list by using the All  button.
- If you want to remove a person from the Queue Members list, use the  arrow button to move them to the Non-Members list. You can move all the members of the Queue Members list to the Non-Members list by using the  All button

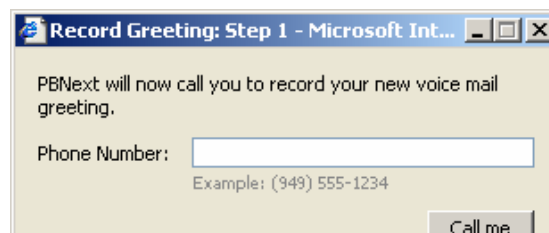
You can determine whether a call made to a selected queue will be forwarded to another number if a connection is not made.

- At the **Forward Mode** box, click on the arrow  button to view the appropriate choice and select the mode you want.
- If you selected Call Forwarding, type in the phone number you want the call to be forwarded to in the **Forward Number** box.


You have the option to change the “ring time” of a queue. This option determines how long a call will ring before being forwarded to the forwarded number you have selected.


- Type in the number of seconds you want the call to ring in the **Maximum Queue/Ring Time** box. “Ring time” does not affect how long a call will ring at the forwarded number.

To record a greeting for your queue, click the  button. When you click it, the following pop-up window will appear:



Type your phone number in the pop-up window box. This number should be the number of the closest phone to your computer.

Select the  button on the pop-up window. The system will call you. When you pick up the receiver, record your voicemail greeting after the tone and press # when finished.

Once you are finished, click the  button.

CREATING A MENU

The Menu folder manages the initial greeting your customers will hear when they call, as well as ways those calls will be routed. To create a menu, select the Admin icon and then select the **Menus** tab.

Note: In order to create a menu, you must first set up your extension queues (see [CREATING EXTENSION QUEUES](#)).

The screenshot shows the PBNext Admin interface. At the top, a blue banner says "Welcome, Joe Somebody. You have 3 new voice mail messages." Below this is a navigation bar with icons for Mailboxes, Faxes, Address Book, Preferences, eCare, Admin (highlighted), Help, and Logout. Below the navigation bar is a tabbed interface with "Users and Extensions", "Menus" (selected), "Queues", and "Phone Numbers". Under the "Menus" tab, there are "Create menu" and "Delete menu" buttons. A list on the left shows a menu named "Main" with the number "(866) 738-0889". The main area displays the "Menu Name" as "Main" and a table of options:

Option	Action
1	Transfer to: Corporate Accounts Payable (1013)
2	Transfer to: Customer Service (1012)
3	Transfer to: Sales (1011)
4	Transfer to: Operator (0)
	-- Do nothing --

At the bottom of the main area are "Save" and "Record greeting" buttons. The status bar at the very bottom shows "Done" and "Internet".


Click the **Create menu** button. When you click it, the following pop-up window will appear:


The screenshot shows a "Explorer User Prompt" dialog box. It has a title bar with a close button. Inside, there is a "Script Prompt:" label, a text input field with the placeholder "enter new menu name here", and two buttons: "OK" and "Cancel".

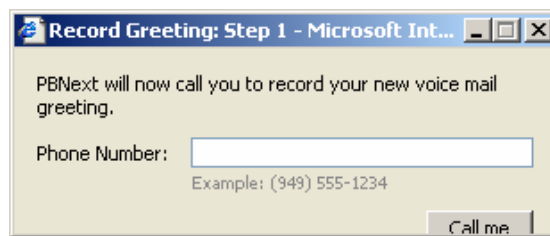
Enter a name for your new menu in the pop-up window box and click the **OK** button. A new entry will appear in the Menus column, highlighted in blue.

To delete a menu, simply select the menu from the list and click the **Delete menu** button.


The **Option** and **Action** boxes allow you to assign the options your callers will receive when they dial the phone number assigned to a particular menu.


- In the **Option** box, type the number corresponding to the number on the telephone dial that you want the caller to press to receive a particular option.
- Assign an action to the option selected in the **Action** box. Click on the arrow  button to view the actions available, and click on an action to assign it to the option selected. The Action field may be an extension or another menu. Extensions in the list are generated by setting up your extension queues, and menus by adding new menus (using the Create Menu function).
- You can also assign “default” as one of your menu options. If you type in the word “default” in the **Option** box and select an action in the **Action** box, the system will perform that action if the caller does not make another selection from the menu. For example, if you type in “default” and select the action to “transfer” the call to yourself, the caller would hear the menu greeting and, without pressing any keys, get transferred to your extension. At this point, you should record a greeting telling people not to make a selection.

To record a greeting for this menu, click the  button. When you click it, the following pop-up window will appear:




Type your phone number in the pop-up window box. This number should be the number of the closest phone to your computer.


Select the  button on the pop-up window. The system will call you. When you pick up the receiver, record your voicemail greeting after the tone and press # when finished. Make sure to include the menu options in your greeting. (For example: Please press 1 for Sales, 2 for Customer Support, etc.)

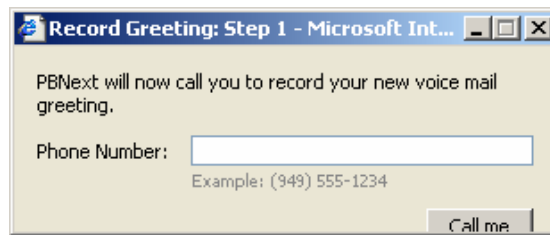
Once you are finished, click the  button.

SELECTING A MENU GREETING


You may want more than one menu greeting for your company, depending on the time of day (operating hours and after-hours, etc.). To apply such a greeting to an existing menu, select the Admin icon and then select the **Phone Numbers** tab.


From the drop-down menu, click on the arrow  button to view the menus available, and click on the menu you want the greeting to apply to.

To record the greeting, click the  button. When you click it, the following pop-up window will appear:



Type your phone number in the pop-up window box. This number should be the number of the closest phone to your computer.

Select the  button on the pop-up window. The system will call you. When you pick up the receiver, record your voicemail greeting after the tone and press # when finished.

Once you are finished, click the  button.

To enable the new greeting to be played, check the **Play greeting before start menu** box. To remove the greeting, simply uncheck the box.

CREATING CALL ME NOW LINKS

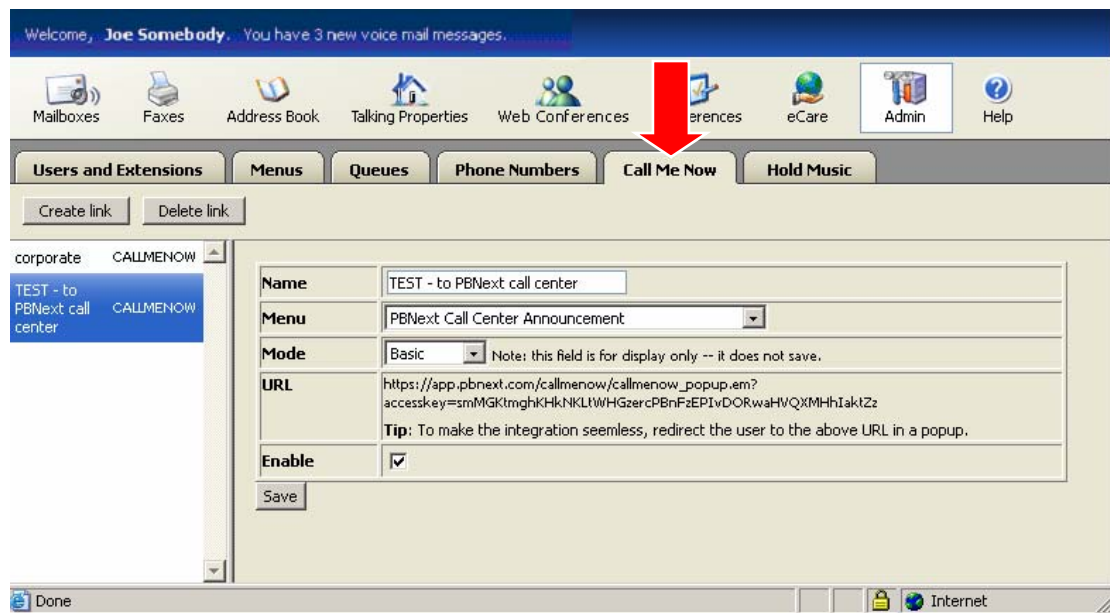
You can create links on your website that will allow users browsing your site to call you by clicking the link. The Call Me Now feature is available at no additional charge to all users. This feature is available to administrators only.

HOW CALL ME NOW WORKS

When the user clicks the Call Me Now link, a pop-up window will appear that asks for the user's telephone number. After entering the phone number, the user will be connected to the call menu you have selected.

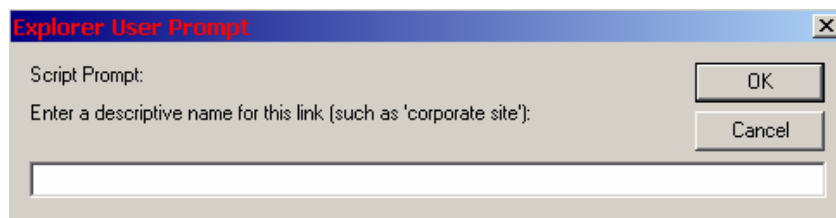
Note: You will have to know how to place a clickable (hyperlinked) button or word on your website. We cannot show customers how to add these links to their sites.

To create a Call Me Now link, go to the administrator's section of the mypbnext.com portal and click on the **Call Me Now** tab.



Click the **Create link** button on the Call Me Now page.

The following pop-up window will appear:




Enter a descriptive name for the Call Me Now link and click

CREATING CALL ME NOW LINKS (CONTINUED)

The name you have created will automatically appear in the **Name** box on the Call Me Now page.

Name	TEST - to PBNext call center
Menu	PBNext Call Center Announcement
Mode	Basic <small>Note: this field is for display only -- it does not save.</small>
URL	https://app.pbnext.com/callmenow/callmenow_popup.em?accesskey=smMGKImghKHkNKLTWHGzercPBnFzEPIvDORwaHVQXMHHIaktZz Tip: To make the integration seamless, redirect the user to the above URL in a popup.
Enable	<input checked="" type="checkbox"/>
<input type="button" value="Save"/>	

In the **Menu** box, type in the menu you want to place callers into, or use the arrow  button to select the appropriate menu from the drop-down menu.

Click the button to continue. The final version of the URL link will appear in the **URL** box.

Copy the entire link and place it as a clickable (hyperlinked) button or word on your website. You can link a single word to the same URL. This linked word will go to the same site as the full link.

You can place this link multiple times on one page. You can also place it on as many different pages as you wish. To route Call Me Now calls to different menus, create new Call Me Now links and place them on your website.

CHECKING VOICEMAIL USING THE TELEPHONE

Note: To use this feature, your password must be a five-digit numeric password. (If your password is not currently five digits, see [CHANGING YOUR PASSWORD](#)).

First, dial your *PBNext* phone number and when the recorded greeting begins, press #.

When the recording asks for your extension, enter your extension on the phone keypad. Then, when prompted, enter your password. Your voicemails will play.

INTERACTIVE MUSIC ON HOLD

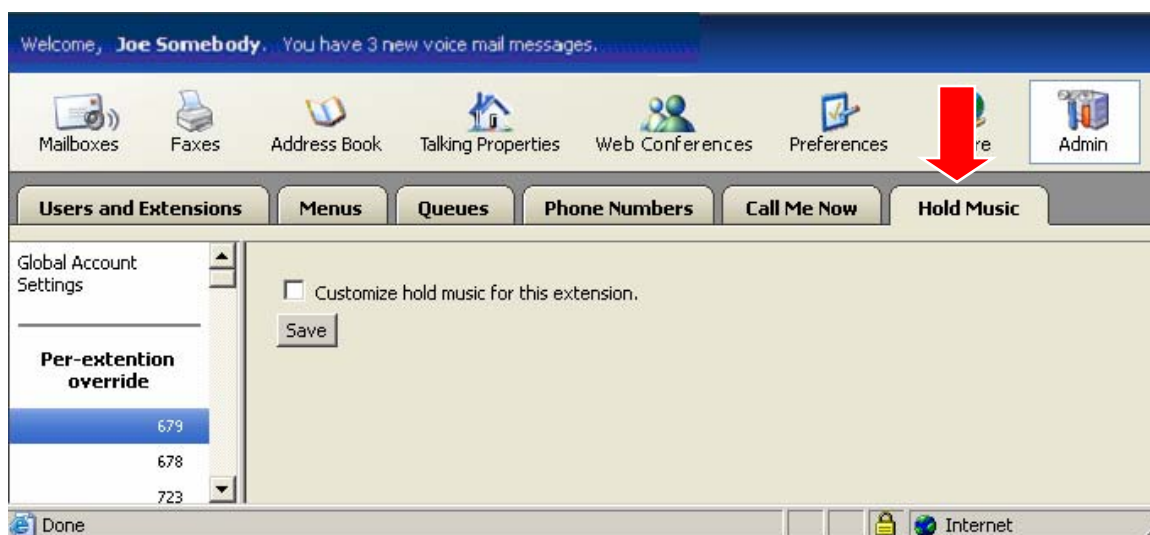
PBNext has secured licensing that allows us to offer well-known recordings for your on-hold music at no additional charge to you. Administrators have the option to set different genres of hold music for each extension. In addition, callers can change genres or change selections within a genre simply by using their telephone key pad.

HOW MUSIC ON HOLD WORKS

An incoming caller will hear hold music when placed on hold. The music genre the caller hears is selected by the administrator. Callers placed on hold have the option to change the genre of music they are listening to by pressing the star key (*) on their telephone key pad. Callers have access only to those genres selected by the administrator. A caller can also change to a different selection within the genre by pressing the pound key (#).

HOW TO CHANGE HOLD MUSIC FOR AN EXTENSION

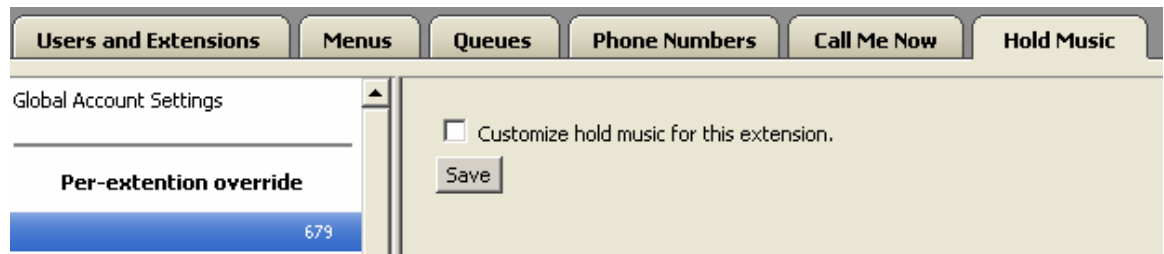
To change hold music, go to the administrator's section of the mypbnext.com portal and click on the **Hold Music** tab.



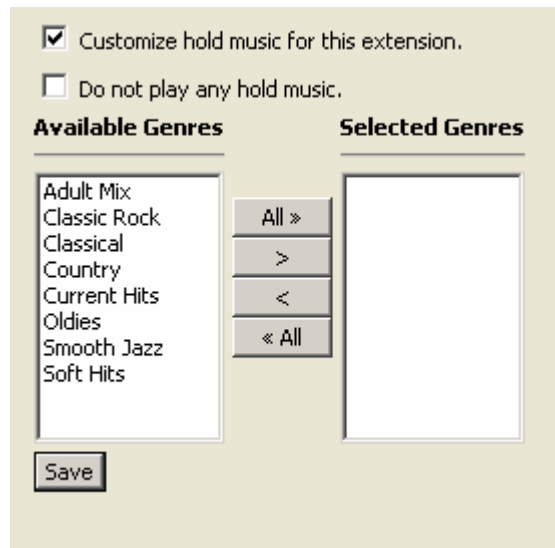
Under **Per-extension override**, select the extension you want to change.

INTERACTIVE MUSIC ON HOLD (CONTINUED)


With the correct extension selected, click the box next to **Customize hold music for this extension**.





Two new boxes will appear: **Available Genres** and **Selected Genres**.




Under **Available Genres**, select the genre of music you would like to make available for the extension.

Click the  button to move the genre into **Selected Genres**.

To make all genres available, click the  button.

To deselect a genre, highlight the genre of music you want to deselect and click the  button.

When you have finished selecting the music genres you want to make available, click the  button.

AVAILABLE OPTIONS

*PBN*ext offers additional options, to which additional fees may apply. Those options are:

- **Talking Properties**
- **Web Conferencing**

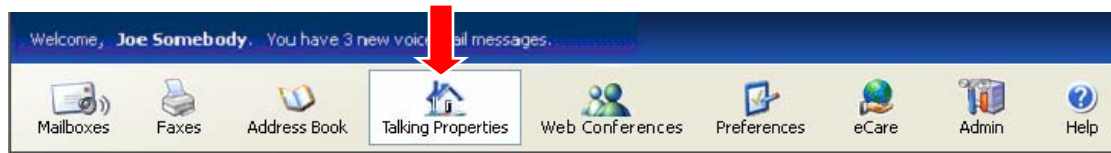
To purchase any of these options, contact Customer Care at (877) 772-6398. Additional fees may apply.

TALKING PROPERTIES

Designed especially for realtors, Talking Properties allows you to create extensions that will connect callers to recorded messages about properties for sale. When callers enter an extension, also known as a "Property ID," they will receive information about the property they are interested in. At the end of the recording, callers will be asked if they want to speak to a realtor or receive a return call later. Any user on the *PBN*ext account will have access to add or delete a property.

HOW TO CREATE A TALKING PROPERTY

To create a Talking Property, click on the **Talking Properties** icon in the mypbnext.com portal.



The Talking Properties screen will appear:

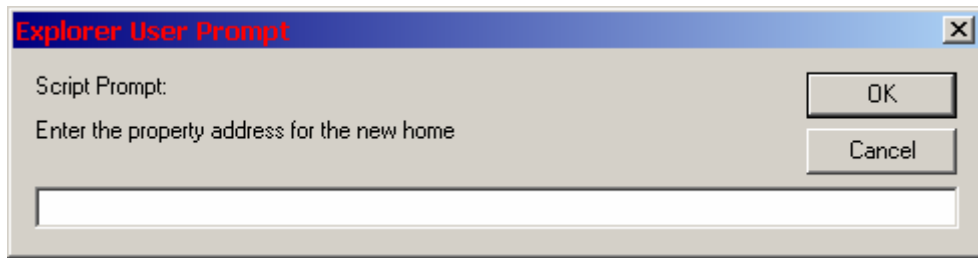
A screenshot of the Talking Properties screen. On the left, under "My Properties", there is a list of properties: "1 House St - LA TIMES, Provo, UT 12345, Ext. 951" and "1 House St - REGISTER, Provo, UT 12345, Ext. 952". The "1 House St - LA TIMES" property is selected. The main area shows the "Property Information" for "1 House St - LA TIMES" with fields for Address, City, State, and Zip. Below that is the "Talking Home" section with fields for Extension Num, Transfer To, and a "Record a new home description" button. A "Save" button is at the bottom right.

On the Talking Properties screen, select an existing property from the left column, or click

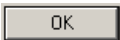
Add Property

TALKING PROPERTIES (CONTINUED)


If you choose **Add Property**, the following pop-up window will appear:




The dialog box is titled "Explorer User Prompt" with a close button (X) in the top right corner. It contains a "Script Prompt:" label followed by the instruction "Enter the property address for the new home". Below this is a text input field. To the right of the input field are two buttons: "OK" and "Cancel".

Enter the address for the new property and click  .

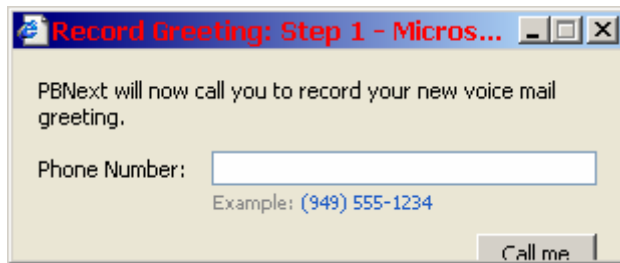
The address you entered will appear on the left side of the screen and under **Property Information**.

Under **Talking Property**, select an extension number for this property, enter it in the box beside **Extension Num**, and click  .

In the **Transfer To** box, type the name of the person to whom calls related to this property should be directed, or click on the arrow  button and select a name from the drop-down menu.

When you are ready to record a greeting for the property, click  **Record a new home description**.

The following pop-up window will appear:



The dialog box is titled "Record Greeting: Step 1 - Micros..." with standard window controls. It contains the text "PBNext will now call you to record your new voice mail greeting." Below this is a "Phone Number:" label followed by a text input field. Under the input field is an example: "Example: (949) 555-1234". At the bottom right is a "Call me" button.

Enter your phone number in the pop-up window box and click **Call me**. Your phone will ring. Answer the phone, record your greeting, and press #.

CALL LOG

To access the call log for this property, click on the **Call Log** tab on the Talking Properties section of the mypbnext.com portal. A log of calls for this property will appear:

My Properties		Call Log	
Date (PST)	Home	Number	Notes
10/05 04:06:34 AM	1 House St - REGISTER	(801) 007-0000	Caller hung up.
10/05 04:03:45 AM	1 House St - LA TIMES	(801) 007-0000	Caller hung up.
10/05 04:00:25 AM	1 House St - LA TIMES	(801) 007-0000	Caller requested a call back.
10/05 03:55:04 AM	1 House St - LA TIMES	(801) 007-0000	Caller was transfered to representative.

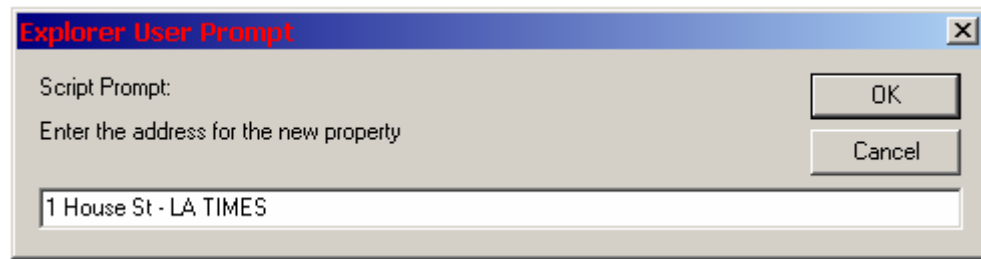
TALKING PROPERTIES (CONTINUED)

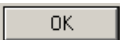
TRACKING ADS

You can use the Call Log feature to track the effectiveness of your property ads. You must create a unique extension and a new greeting for each ad source you are tracking.

To track an ad, click .

In the pop-up window, enter the source of the ad, e.g. "LA TIMES", as part of the address:



Enter the remainder of the address (city, state, ZIP) and click .

Select a unique extension for this property and enter it in the box beside **Extension Num.**

Complete the **Transfer To** box and click  **Record a new home description.**

You must record a new greeting for each extension.

Repeat this process for each different ad source.

When you click on the **Call Log** tab, the ad source for each call will appear in the **Home** column.

WEB CONFERENCING

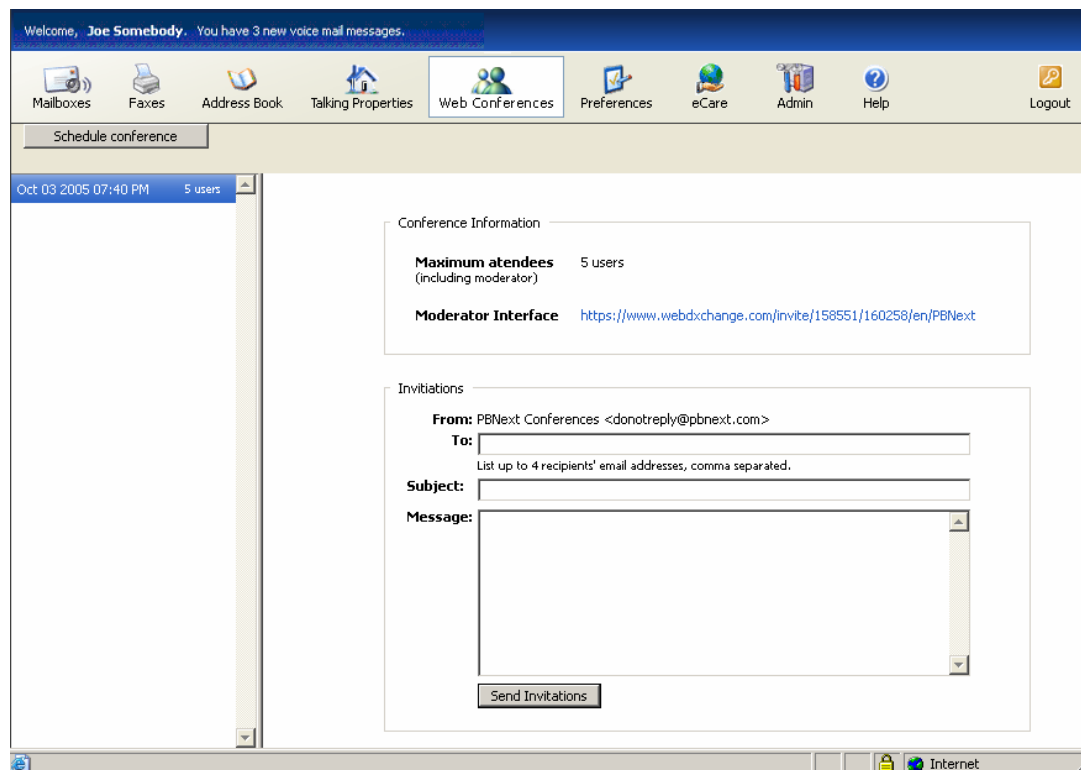
You can use *PBNext* to host a web conference. Available for a small monthly fee, web conferencing allows you to instant message, draw on a white board, display slide shows, and share applications with a number of users simultaneously online.

HOW TO HOST A WEB CONFERENCE

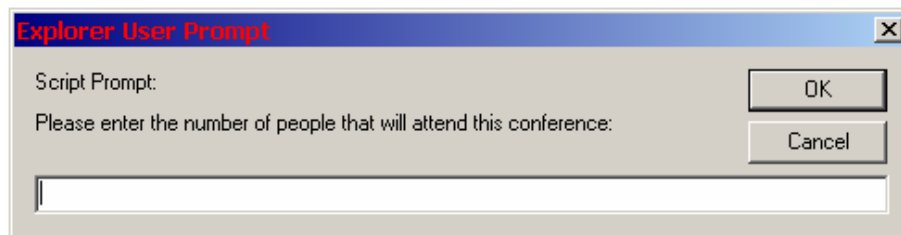
To host a web conference, click on the **Web Conferences** icon in the mypbnext.com portal.



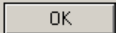
The Web Conference screen will appear:

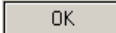


To schedule a web conference, click the **Schedule conference** button. The following pop-up window will appear:



WEB CONFERENCING (CONTINUED)

Enter the number of people that will attend the conference (including the moderator) in the pop-up window and click . The number you select will appear under **Conference Information**, next to **Maximum attendees**.

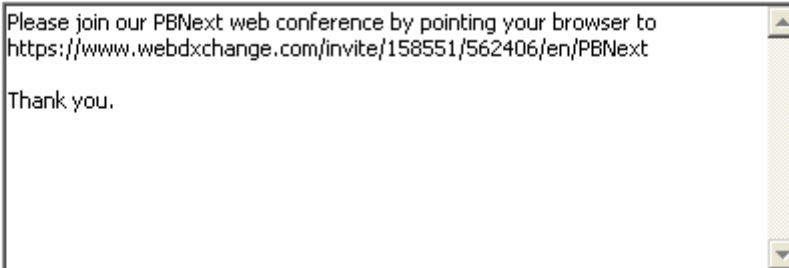
Enter the time and the date of the web conference and click .

To invite the attendees to your web conference, go to the **Invitations** box on the Web Conference page and enter the email addresses of the people you wish to invite on the **To:** line. Separate each address with a comma.

On the **Subject** line, enter an announcement of the web conference, such as

Subject:

In the **Message** box, enter a brief description of the web conference, including the moderator interface:

Message: 

When all of the information for your invitation is complete, click .

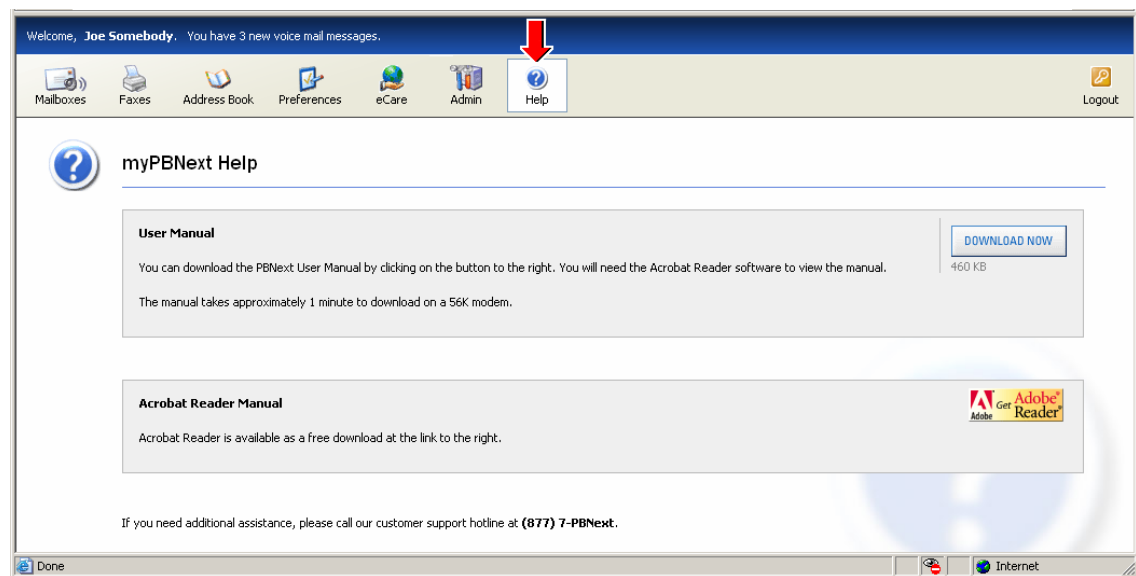
For more information about how to use the web conferencing features once your web conference has begun, click the **Help** button on the Web Conference toolbar.

HELP AND TECHNICAL SUPPORT

Any time you need help, call **1-877-7- PBNEXT** (1-877-772-6398) and the next available Customer Service Representative will assist you. Make sure you have your **account number, username, and security code** ready because our Customer Support Center will need this information. If we don't already have one on file, our system will also ask for an **email address** where it can send information.

CAUTION: Do not share your password! *PBNEXT* representatives will never ask you for your password.

To download a copy of this manual and Acrobat Reader (if necessary) click on the Help icon.



For more information on *PBNEXT*, logon to www.PBNEXT.com. For more information about DelTel, Inc and other services provided under DelTel, Inc, please logon to WWW.DELTEL.COM.